

WEST Search History

DATE: Monday, March 21, 2005

Hide?	Set Name	Query	Hit Count
		<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=ADJ</i>	
<input type="checkbox"/>	L16	L15 and (train\$ same assembl\$)	9
<input type="checkbox"/>	L15	L14 and (personnel same database\$)	63
<input type="checkbox"/>	L14	database\$ same (select\$ near5 equipment\$1)	421
<input type="checkbox"/>	L13	(select\$ near5 equipment\$1)	0
<input type="checkbox"/>	L12	database\$ same (select\$ near5 equipment\$1)	0
<input type="checkbox"/>	L11	L10 and (service near5 provider\$1)	0
<input type="checkbox"/>	L10	L9 and qualifications	17
<input type="checkbox"/>	L9	l1 and (equipment near5 assembl\$)	75
<input type="checkbox"/>	L8	l1 and (equipment near5 assembl\$)	0
<input type="checkbox"/>	L7	l4 and (train\$ near5 module\$1)	1
<input type="checkbox"/>	L6	L4 and (equipment near5 service\$)	4
<input type="checkbox"/>	L5	L4 and (equipment near5 service\$)	0
<input type="checkbox"/>	L4	(database\$ and personnel).ti.	199
<input type="checkbox"/>	L3	L2 and (database\$ near5 personnel)	4
<input type="checkbox"/>	L2	L1 and (select\$ near5 equipment)	100
<input type="checkbox"/>	L1	train\$ near5 service	5510

END OF SEARCH HISTORY

Hit List

Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs
Generate OACS				

Search Results - Record(s) 1 through 1 of 1 returned.

☐ 1. Document ID: WO 200217273 A2, AU 200153748 A

Using default format because multiple data bases are involved.

L7: Entry 1 of 1

File: DWPI

Feb 28, 2002

DERWENT-ACC-NO: 2002-339628

DERWENT-WEEK: 200260

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TITLE: Training personnel to service equipment by using database of multimedia training modules containing tools for tasks and sets of questions

INVENTOR: HIGGINS, M; PARRISH, K ; SCHLABACH, J E

PRIORITY-DATA: 2000US-258747P (December 29, 2000), 2000US-0644421 (August 23, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
WO 200217273 A2	February 28, 2002	E	045	G09B000/00
AU 200153748 A	March 4, 2002		000	G09B000/00

INT-CL (IPC): G09 B 0/00

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KMC	Draw De
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Term	Documents
TRAIN\$	0
TRAIN	302955
TRAINA	277
TRAINAB	4
TRAINABI	1
TRAINABIE	3
TRAINABILITY	70
TRAINABILITY-MARKOV	1
TRAINABL	5
TRAINABLE	1472

Hit List

Your wildcard search against 10000 terms has yielded the results below.

Your result set for the last L# is incomplete.

The probable cause is use of unlimited truncation. Revise your search strategy to use limited truncation.

Search Results - Record(s) 1 through 9 of 9 returned.

☐ 1. Document ID: US 20020087578 A1

Using default format because multiple data bases are involved.

L16: Entry 1 of 9

File: PGPB

Jul 4, 2002

PGPUB-DOCUMENT-NUMBER: 20020087578

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020087578 A1

TITLE: Method and system for identifying repeatedly malfunctioning equipment

PUBLICATION-DATE: July 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Vroman, Douglas Scott	Erie	PA	US	

US-CL-CURRENT: 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KNOW	Draw De
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☐ 2. Document ID: US 20020059270 A1

L16: Entry 2 of 9

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059270

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059270 A1

TITLE: Method and system for servicing a selected piece of equipment having unique system configurations and servicing requirements

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Schlabach, James Edward	Erie	PA	US	
Zuberi, Nabeel Ahmed	Erie	PA	US	

US-CL-CURRENT: 707/100

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 3. Document ID: US 20020059269 A1

L16: Entry 3 of 9

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059269

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059269 A1

TITLE: Method for guiding repair or replacement of parts for generally complex equipment

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
McQuown, Christopher McDonald	Erie	PA	US	
Smith, Mark Douglas	Jacksonville	FL	US	
Schlabach, James Edward	Erie	PA	US	

US-CL-CURRENT: 707/100

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 4. Document ID: US 20020049625 A1

L16: Entry 4 of 9

File: PGPB

Apr 25, 2002

PGPUB-DOCUMENT-NUMBER: 20020049625

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020049625 A1

TITLE: Artificial intelligence manufacturing and design

PUBLICATION-DATE: April 25, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Kilambi, Srinivas	Marietta	GA	US	
Kilambi, Jaya	Marietta	GA	US	

US-CL-CURRENT: 705/9

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 5. Document ID: US 20020026537 A1

h e b b g e e f e e ef b e

L16: Entry 5 of 9

File: PGPB

Feb 28, 2002

PGPUB-DOCUMENT-NUMBER: 20020026537
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020026537 A1

TITLE: Method for training service personnel to service selected equipment

PUBLICATION-DATE: February 28, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Schlabach, James Edward	Erie	PA	US	
Higgins, Michael John	Parma Heights	OH	US	
Parrish, Keith	North East	PA	US	

US-CL-CURRENT: 710/1; 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 6. Document ID: US 20020022984 A1

L16: Entry 6 of 9

File: PGPB

Feb 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020022984
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020022984 A1

TITLE: Computerized method and system for guiding service personnel to select a preferred work site for servicing transportation equipment

PUBLICATION-DATE: February 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Daniel, Cecil M.	Erie	PA	US	
Agramonte, Daniel	Marietta	GA	US	

US-CL-CURRENT: 705/8

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 7. Document ID: US 20020007225 A1

L16: Entry 7 of 9

File: PGPB

Jan 17, 2002

PGPUB-DOCUMENT-NUMBER: 20020007225
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020007225 A1

TITLE: Method and system for graphically identifying replacement parts for generally complex equipment

PUBLICATION-DATE: January 17, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Costello, James	Erie	PA	US	
Smathers, Clifford E.	Maxwell	NE	US	
Wilson, Christine	Titusville	PA	US	
Puri, Ashish	Erie	PA	US	
Barker, Brian Lee	Erie	PA	US	
Stempka, Raymond	Erie	PA	US	
Vash, Kathleen M.	Erie	PA	US	
Smith, Jeffrey M.	Erie	PA	US	
Lubak, Michael A.	Erie	PA	US	

US-CL-CURRENT: 700/99; 700/106, 707/102

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 8. Document ID: US 6810406 B2

L16: Entry 8 of 9

File: USPT

Oct 26, 2004

US-PAT-NO: 6810406

DOCUMENT-IDENTIFIER: US 6810406 B2

TITLE: Method and system for servicing a selected piece of equipment having unique system configurations and servicing requirements

DATE-ISSUED: October 26, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Schlabach; James Edward	Erie	PA		
Zuberi; Nabeel Ahmed	Erie	PA		

US-CL-CURRENT: 707/201; 700/108, 707/1, 707/10

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC
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Search Results - Record(s) 1 through 4 of 4 returned.

☐ 1. Document ID: WO 200217273 A2, AU 200153748 A

Using default format because multiple data bases are involved.

L6: Entry 1 of 4

File: DWPI

Feb 28, 2002

DERWENT-ACC-NO: 2002-339628

DERWENT-WEEK: 200260

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TITLE: Training personnel to service equipment by using database of multimedia training modules containing tools for tasks and sets of questions

INVENTOR: HIGGINS, M; PARRISH, K ; SCHLABACH, J E

PRIORITY-DATA: 2000US-258747P (December 29, 2000), 2000US-0644421 (August 23, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
WO 200217273 A2	February 28, 2002	E	045	G09B000/00
AU 200153748 A	March 4, 2002		000	G09B000/00

INT-CL (IPC): G09 B 0/00

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	WMC	Draw De
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☐ 2. Document ID: MX 2003001693 A1, WO 200217118 A2, US 20020059269 A1, AU 200153750 A

L6: Entry 2 of 4

File: DWPI

Apr 1, 2004

DERWENT-ACC-NO: 2002-315479

DERWENT-WEEK: 200478

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TITLE: Computerized method for guiding equipment service personnel while at an equipment work site, uses an input/output device at the work site linked to a database holding details for health assessment and servicing of a selected equipment

INVENTOR: MCQUOWN, C; SCHLABACH, J E ; SMITH, M D ; MCQUOWN, C M

PRIORITY-DATA: 2000US-258747P (December 29, 2000), 2000US-0644421 (August 23, 2000), 2001US-0839328 (April 20, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<u>MX 2003001693 A1</u>	April 1, 2004		000	G06F017/00
<u>WO 200217118 A2</u>	February 28, 2002	E	057	G06F017/00
<u>US 20020059269 A1</u>	May 16, 2002		000	G06F007/00
<u>AU 200153750 A</u>	March 4, 2002		000	G06F017/00

INT-CL (IPC): G06 F 7/00; G06 F 17/00

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	K00C	Draw De
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☐ 3. Document ID: WO 200217138 A2, AU 200155567 A

L6: Entry 3 of 4

File: DWPI

Feb 28, 2002

DERWENT-ACC-NO: 2002-292129

DERWENT-WEEK: 200260

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TITLE: Computerized method of providing information for servicing equipment using a database containing service modules by accessing the database with an equipment identifier to allow service personnel to access the information

INVENTOR: SCHLABACH, J E; ZUBERI, N

PRIORITY-DATA: 2000US-258747P (December 29, 2000), 2000US-0644421 (August 23, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<u>WO 200217138 A2</u>	February 28, 2002	E	045	G06F017/30
<u>AU 200155567 A</u>	March 4, 2002		000	G06F017/30

INT-CL (IPC): G06 F 17/30

Hit List

Clear

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Fwd Refs

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Search Results - Record(s) 1 through 4 of 4 returned.

☐ 1. Document ID: US 20030149759 A1

Using default format because multiple data bases are involved.

L3: Entry 1 of 4

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149759

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030149759 A1

TITLE: System and method for administering life safety programs

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hetherington, Brent Taylor	Nolensville	TN	US	
Hendrick, James Robert III	Nashville	TN	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 2. Document ID: US 20020026537 A1

L3: Entry 2 of 4

File: PGPB

Feb 28, 2002

PGPUB-DOCUMENT-NUMBER: 20020026537

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020026537 A1

TITLE: Method for training service personnel to service selected equipment

PUBLICATION-DATE: February 28, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Schlabach, James Edward	Erie	PA	US	
Higgins, Michael John	Parma Heights	OH	US	
Parrish, Keith	North East	PA	US	

US-CL-CURRENT: 710/1; 707/104.1

h e b b g e e e f e e e f b e

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 6810406 B2

L3: Entry 3 of 4

File: USPT

Oct 26, 2004

US-PAT-NO: 6810406

DOCUMENT-IDENTIFIER: US 6810406 B2

TITLE: Method and system for servicing a selected piece of equipment having unique system configurations and servicing requirements

DATE-ISSUED: October 26, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Schlabach; James Edward	Erie	PA		
Zuberi; Nabeel Ahmed	Erie	PA		

US-CL-CURRENT: 707/201; 700/108, 707/1, 707/10

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 4. Document ID: US 6646564 B1

L3: Entry 4 of 4

File: USPT

Nov 11, 2003

US-PAT-NO: 6646564

DOCUMENT-IDENTIFIER: US 6646564 B1

TITLE: System and method for remote management of equipment operating parameters

DATE-ISSUED: November 11, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Azieres; Renaud	Paris			FR
Favier; Pascal	Paris			FR

US-CL-CURRENT: 340/679; 340/506, 701/108

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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Term	Documents
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 Terms used **training** and **service** and **equipment**

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Best 200 shown

 Relevance scale ☐ ☐ ☐ ☐ ☐

1 [A strategy for word processing training](#)

Jeanne Marie Olexy

 September 1985 **Proceedings of the 13th annual ACM SIGUCCS conference on User services: pulling it all together**

 Full text available: [pdf\(819.82 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The Catholic University of America chose a word processor which included Computer Based Instruction that would allow users to learn word processing at their own pace. A training outline was developed to provide a structured approach to this learning. Though the outline described here pertains to the DECmate II, its general philosophy can be applied to any equipment with self-teaching capabilities.

2 [Level II technical support in a distributed computing environment](#)

Tim Leehane

 September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

 Full text available: [pdf\(5.73 MB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

3 [Microcomputer support in user services: responding to users' changing needs](#)

Thomas A. Gerace

 September 1986 **Proceedings of the 14th annual ACM SIGUCCS conference on User services: setting the direction**

 Full text available: [pdf\(555.06 KB\)](#) Additional Information: [full citation](#), [index terms](#)

4 [Bucknell's software service clinic—meeting a computing support challenge](#)

Karen Kniss

 November 1997 **Proceedings of the 25th annual ACM SIGUCCS conference on User services: are you ready?**

 Full text available: [pdf\(922.20 KB\)](#) Additional Information: [full citation](#), [index terms](#)

5 [Determining the cost of IT services](#)

James Gerlach, Bruce Neumann, Edwin Moldauer, Martha Argo, Daniel Frisby

September 2002 **Communications of the ACM**, Volume 45 Issue 9

Full text available:  [pdf\(690.28 KB\)](#)
 [html\(42.77 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Providing managerial information to explain costs in the context of personnel and equipment activities and processes.

6 HERDING CATS: training students in customer service, assisting faculty and facilitating trainers for various technical levels

Dora Douglas, Melissa Foster

September 2003 **Proceedings of the 31st annual ACM SIGUCCS conference on User services**

Full text available:  [pdf\(161.34 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [index terms](#)


Our challenge in the lab group at the University of Richmond is to collectively train approximately 85 students to work in five academic computing labs housed in five different buildings across campus. This program is designed to train student lab assistants at a variety of knowledge and skill levels, using a range of content transfer strategies (online, written, traditional instruction).

Keywords: computer labs, program design, students, training

7 Train performance and simulation

Paul Martin

December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 2**

Full text available:  [pdf\(99.71 KB\)](#)

Additional Information: [full citation](#), [index terms](#)

8 A train operations simulation for Miami's SR 836 corridor

Onala M. Atala, John S. Carson

December 1995 **Proceedings of the 27th conference on Winter simulation**

Full text available:  [pdf\(735.43 KB\)](#)

Additional Information: [full citation](#), [references](#), [index terms](#)

9 User services that leveraged strategic direction

Ronald D. Bleed

September 1991 **Proceedings of the 19th annual ACM SIGUCCS conference on User services**

Full text available:  [pdf\(306.50 KB\)](#)

Additional Information: [full citation](#), [index terms](#)

10 Simulation education: Perspectives on simulation in education and training: virtual environments for the training of maintenance and service tasks

Eberhard Bluemel, Axel Hintze, Torsten Schulz, Marco Schumann, Stefan Stuering

December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**

Full text available:  [pdf\(442.84 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#)

This paper presents an interactive, virtual reality based training environment specifically developed to support training of maintenance procedures of complex technical equipment. The architecture of the system will briefly be described. Moreover, the paper explains the

different training modes that allow for adapting the training environment to the trainee's knowledge and determine the level of interactivity. A short glimpse is given to the scenario author's work. Finally, an example scenari ...

11 The seventh annual UCLA survey of business school computer usage

Jason L. Frand, Julia A. Britt

January 1992 **Communications of the ACM**, Volume 35 Issue 1


Full text available:  pdf(2.00 MB) Additional Information: [full citation](#), [index terms](#), [review](#)

Keywords: business school, computer resources and services, computing environments

12 Downsizing and outsourcing opportunities: right-sizing requires right-sourcing

Don M. Wee

December 1992 **Proceedings of the 20th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(1.10 MB) Additional Information: [full citation](#), [references](#), [index terms](#)

13 Building a help desk from scratch, with no staff, no equipment and no money: molding novice student consultants into seasoned help desk operators

Carol L. Smith

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(437.94 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

14 The assessment of end-user training needs

R. Ryan Nelson, Ellen M. Whitener, Henry H. Philcox

July 1995 **Communications of the ACM**, Volume 38 Issue 7

Full text available:  pdf(405.61 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

15 Robust training programs: new techniques in applying quality assurance to the development process

Robert H. August

December 1992 **Proceedings of the 20th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(1.13 MB) Additional Information: [full citation](#), [references](#), [index terms](#)

16 Starting a university microcomputer maintenance program

Roger N. Addelson, Don M. Wee

September 1986 **Proceedings of the 14th annual ACM SIGUCCS conference on User services: setting the direction**

Full text available:  pdf(2.73 MB) Additional Information: [full citation](#), [citations](#), [index terms](#)

- 17 Living on the bleeding edge: creating and managing highly specialized student labs
 Deborah Cherry, Paul Phillabaum, Pomona Valero
 October 2000 **Proceedings of the 28th annual ACM SIGUCCS conference on User services: Building the future**

Full text available:  [pdf\(211.74 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)


Keywords: audio, digital media, high-end, labs, multimedia, specialty, video

- 18 Software engineering meets user services: a methodology for developing user
 Robin Mayne
 October 1988 **Proceedings of the 16th annual ACM SIGUCCS Conference on User Services**

Full text available:  [pdf\(873.64 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This paper will address the task of applying Software Engineering techniques of requirements analysis to one aspect of the User Services Consultant's job: analyzing a problem situation and recommending some course of action, often computer-related. While User Services consultants do not typically develop systems for users, they are frequently approached by individuals who suspect that a problem they are experiencing might be solved through the use of a computer. Consultants then attempt to ...

- 19 End-user application development: practices, policies, and organizational impacts
 Mary Sumner, Robert Klepper
 October 1986 **Proceedings of the twenty-second annual computer personnel research conference on Computer personnel research conference**

Full text available:  [pdf\(1.29 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

In their study of user managers' systems needs, Alloway and Quillard surveyed 529 managers to determine whether current systems supported their information needs. Managers reported that only 44 percent of the installed base of applications systems, most of which were transactions processing systems, were useful. Inquiry systems, which enabled managers to query data bases and to generate reports, and data analysis systems, which provided opportunities for modeling, simulation, and statistica ...

- 20 Providing distributed services in a small college setting or surviving as a user services generalist
 Jenny Walter
 September 1991 **Proceedings of the 19th annual ACM SIGUCCS conference on User services**

Full text available:  [pdf\(755.46 KB\)](#) Additional Information: [full citation](#), [index terms](#)

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personnel and training and service and equipment

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1 [HERDING CATS: training students in customer service, assisting faculty and facilitating trainers for various technical levels](#)

Dora Douglas, Melissa Foster

 September 2003 **Proceedings of the 31st annual ACM SIGUCCS conference on User services**

 Full text available: [pdf \(161.34 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

Our challenge in the lab group at the University of Richmond is to collectively train approximately 85 students to work in five academic computing labs housed in five different buildings across campus. This program is designed to train student lab assistants at a variety of knowledge and skill levels, using a range of content transfer strategies (online, written, traditional instruction).

Keywords: computer labs, program design, students, training

2 [Education related to the use of computers in organizations](#)

Daniel Teichroew

 September 1971 **Communications of the ACM**, Volume 14 Issue 9

 Full text available: [pdf \(1.81 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

The ACM Curriculum Committee on Computer Education for Management has been carrying out a study on "Curriculum Development in Management Information Systems Education in Colleges and Universities" under a grant from the National Science Foundation. This position paper provides a framework for the study. Preliminary conclusions are presented on the need for education in administrative information systems, and appropriate college curricula and courses are suggested. Als ...

Keywords: business data processing, education, information analysis, systems design

3 [Microcomputers in educational and research environments: their management, acquisition, upgrade, and maintenance](#)

Jean F. Coppola, Francis T. Marchese


 December 1992 **Proceedings of the 20th annual ACM SIGUCCS conference on User services**

 Full text available: [pdf \(770.75 KB\)](#) Additional Information: [full citation](#), [index terms](#)

4 Level II technical support in a distributed computing environment

Tim Leehane


September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(5.73 MB) Additional Information: [full citation](#), [references](#), [index terms](#)

5 Build it and they will come: adaptive technology

Dennis L. Kramer, Leah Boyle, Casey Tucker

November 1995 **Proceedings of the 23rd annual ACM SIGUCCS conference on User services: winning the networking game**

Full text available:  pdf(568.07 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

6 Faculty support with emphasis on classroom services

Marion Taylor, Beth Ruffo

October 1994 **Proceedings of the 22nd annual ACM SIGUCCS conference on User services**

Full text available:  pdf(225.59 KB) Additional Information: [full citation](#), [index terms](#)

7 The life sciences computer resources program of the National Institutes Of Health

William F. Raub

January 1971 **Proceedings of the 1971 26th annual conference**

Full text available:  pdf(719.84 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

I appreciate this opportunity to describe for you the computer resources program of the Division of Research Resources of the National Institutes of Health (NIH). For ten years now this program has sponsored the development and operation of computer centers in medical schools, universities and colleges, and other non-profit institutions. At the beginning of the 1960's the computer was practically unknown in the biomedical world; today the computer finds application in almost every facet of ...

8 The langley research center remote computing terminal system: Implementation and first year's operation

Roger V. Butler

January 1966 **Proceedings of the 1966 21st national conference**

Full text available:  pdf(1.63 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

In April 1965 a remote computing terminal system was installed at the Langley Research Center in support of open shop programming. This paper describes the system and relates some of the experience gained in using and managing it. Because this system grew out of the needs of the open shop programmers, I will begin by reviewing the development of our open shop programming project. This work got under way in 1957 when it was decided to train some of the research scientists at the Center to us ...

9 Microcomputer support in user services: responding to users' changing needs

Thomas A. Gerace

September 1986 **Proceedings of the 14th annual ACM SIGUCCS conference on User services: setting the direction**

Full text available:  [pdf\(555.06 KB\)](#) Additional Information: [full citation](#), [index terms](#)

10 Simulation education: Perspectives on simulation in education and training: virtual environments for the training of maintenance and service tasks


Eberhard Bluemel, Axel Hintze, Torsten Schulz, Marco Schumann, Stefan Stuering
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**

Full text available:  [pdf\(442.84 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

This paper presents an interactive, virtual reality based training environment specifically developed to support training of maintenance procedures of complex technical equipment. The architecture of the system will briefly be described. Moreover, the paper explains the different training modes that allow for adapting the training environment to the trainee's knowledge and determine the level of interactivity. A short glimpse is given to the scenario author's work. Finally, an example scenari ...

11 Circuit emulation services over ethernet-part 1: clock synchronization using timestamps

James Aweya, Michel Ouellette, Delfin Y. Montuno, Kent Felske
January 2004 **International Journal of Network Management**, Volume 14 Issue 1

Full text available:  [pdf\(260.66 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Due to Ethernet's ubiquity, simplicity, scalability and cost effectiveness there is significant customer demand for Ethernet-based access and transport in the metropolitan network. Many service providers have recognized this need and are currently establishing Ethernet-based services to meet this demand. The migration to all-Ethernet access will not be instantaneous since many customers currently have legacy TDM access interfaces on their routers and PBX equipment. Circuit Emulation Services (CE ...


12 Get a grip: managing RSI at MIT

Mary Ellen Bushnell, M. Susan Jones
October 1994 **Proceedings of the 22nd annual ACM SIGUCCS conference on User services**

Full text available:  [pdf\(444.72 KB\)](#) Additional Information: [full citation](#), [index terms](#)

13 Study on information technology, automation, and the workplace

Office of Technology Assessment
January 1982 **ACM SIGCAS Computers and Society**, Volume 12 Issue 1

Full text available:  [pdf\(630.74 KB\)](#) Additional Information: [full citation](#)

14 Determining the cost of IT services

James Gerlach, Bruce Neumann, Edwin Moldauer, Martha Argo, Daniel Frisby
September 2002 **Communications of the ACM**, Volume 45 Issue 9

Full text available:  [pdf\(680.28 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)
 [html\(42.77 KB\)](#)

Providing managerial information to explain costs in the context of personnel and equipment activities and processes.

15 Impacts of information systems on efficiency of sales order processing

Hirohide Hinomoto

April 1984 **ACM SIGMIS Database**, Volume 15 Issue 3

Full text available:  [pdf\(684.37 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

Since the sales order processing function is essential to the generation of the firm's revenue, its efficiency may be measured by a productivity index representing the firm's revenue, preferably value-added revenue, per unit of its inputs. This index enables one to evaluate economic impacts of an information system on the function. In the past, information systems have helped to enhance the productivity of the function as they have evolved in steps by incorporating advances in computer technolog ...

16 Computer manpower development in Saudi Arabia

Charles L. Aird

July 1976 **ACM SIGCSE Bulletin , Proceedings of the sixth SIGCSE technical symposium on Computer science education**, Volume 8 Issue 3

Full text available:  [pdf\(288.96 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

While looking in ecstasy at the new horizons of computer technology, developing countries often underestimate the computer's dependency upon man. Computers are unlike any other machine. Not unlike many developing countries, the vast petroleum and mineral resources of Saudi Arabia pose complex and challenging problems at all levels of education. The physical resources of the Kingdom far outstrip the human resources. For a country with some 3,000 college graduates as of 1975, the r ...

17 The Administrative Information Center—two years later

Cindy Benes, Laura Kim


September 1986 **Proceedings of the 14th annual ACM SIGUCCS conference on User services: setting the direction**

Full text available:  [pdf\(528.58 KB\)](#) Additional Information: [full citation](#), [index terms](#)

18 Competencies and training requirements for information systems analysts

Ethel H. Shrout

June 1971 **Proceedings of the ninth annual SIGCPR conference**

Full text available:  [pdf\(1.17 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Research findings have always had some significance for the educational community as it sought to be responsive to the need of its citizens for preparation for useful work. This has been especially true, however, since the publication of the Gordon-Howell (1959) and Pierson (1959) reports. These reports support the idea that higher education should prepare a man to do useful and remunerative work; however, they attack narrow vocational objectives as failing to prepare young people to do the ...

19 Large system operators as professionals and other operator considerations

Richard H. Branton


June 1973 **Proceedings of the eleventh annual computer personnel research conference**

Full text available:  [pdf\(817.96 KB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

This is a prescriptive paper detailing the considerations behind the author's approach in attempting to influence the management of Southern Services, Inc, to establish certain computer operator personnel practices. "The Operator" as referred to in the paper is more likely to be a team of Operators. The meaning of "Large System Shop" is left to the reader's intuition.

20 A strategy for word processing training

Jeanne Marie Olexy

September 1985 **Proceedings of the 13th annual ACM SIGUCCS conference on User services: pulling it all together**Full text available:  [pdf\(819.82 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The Catholic University of America chose a word processor which included Computer Based Instruction that would allow users to learn word processing at their own pace. A training outline was developed to provide a structured approach to this learning. Though the outline described here pertains to the DECmate II, its general philosophy can be applied to any equipment with self-teaching capabilities.

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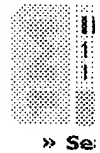
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1 Certification of biomedical engineering personnel: constraint or resource?
Loznen, S.;

Electrical and Electronics Engineers in Israel, 2002. The 22nd Convention of , Dec. 2002

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2 Electrical safety by design
Mohla, D.; McClung, L.B.; Rafferty, N.R.;

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Spier, J.; Kempf, K.;

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Crnko, T.; Dyrnes, S.;

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5 Thermography, a tool for reliability and safety

Epperly, R.A.; Heberlein, G.E.; Eads, L.G.;

Industry Applications Magazine, IEEE , Volume: 5 , Issue: 1 , Jan.-Feb. 1999
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6 A safety system for personnel and equipment protection at the AGS RHIC

Zitvogel, E.P.;

Nuclear Science, IEEE Transactions on , Volume: 42 , Issue: 4 , Aug 1995
Pages:967 - 971

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7 Semiconductor fabrication equipment technician training at John Ty Community College

Coake, D.G.;

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Toth, J.J., III;

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10 Effectiveness of different design solutions to control internal faults MV switchgear

Adams, M.;

Risk Reduction: Internal Faults in T&D Switchgear (Digest No: 1997/295), IEE Colloquium on , 14 April 1997
Pages:5/1 - 5/6

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11 Training and certification of personnel for work on electrical apparatus for use in potentially explosive atmospheres

Hurst, D.N.; Bennett, P.G.;

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Ludbrook, A.; Ehsani, M.;

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15 Downtime data-its collection, analysis, and importance

Williams, E.J.;

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1 Interpretation of gas-in-oil analysis using new IEC publication 6059 and IEC TC 10 databases
Duval, M.; dePabla, A.;

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2 A laboratory information management system (LIMS) for an academic microchip fabrication facility
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Stephens, K.; Sommers, J.;

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10 Lights, sirens, and computers: how pen-based computing is changing the way emergency care is conducted and communicated

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Lloyd, B.;

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1999
Pages:996 - 999 vol.2

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Leake, H.C.; Sahay, P.P.; Zaghlou, J.A.; Khanpour, A.; Heins, D.R.;

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14 An analytical approach to improving equipment productivity

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15 NUCLARR and human reliability: data sources and data profile

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Baudhuin, E.S.;

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1 Yield management for increased profitability
Bauer, C.E.;

Electronics Packaging Technology, 2003 5th Conference (EPTC 2003) , 10-12 2003

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1 Health Technical Memorandum 2014: abatement of electrical interference
Nensi, S.;
 Electromagnetic Interference in Hospitals, IEE Colloquium on , 18 Oct 1994
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2 Evaluating the ability of SDH to transport broadcast quality video
Lum, M.J.;
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3 Designing effective service contracts
Lojo, M.P.;
 Advanced Semiconductor Manufacturing Conference and Workshop, 1996. ASI
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4 Availability analysis of load-sharing systems
Chun Kin Chan;
 Reliability and Maintainability Symposium, 2003. Annual , 27-30 Jan. 2003
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5 Radio Data System (RDS)-the technical realisation of a new broadcast service

Lewis, A.R.; Parnall, S.J.; Robinson, J.;

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6 Gestalt VSAT service

Robson, A.;

VSAT's in Europe - the Talking is Over, IEE Colloquium on , 9 Jun 1995

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7 A concept for tactical wide-area network hub management

Schlaerth, J.P.;

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8 Essential SMSs: developing a service management scheme for semiconductor factory management systems

Fan-Tien Cheng; Haw-Ching Yang; Chia-Ying Tsai;

Robotics & Automation Magazine, IEEE , Volume: 11 , Issue: 1 , Mar 2004

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10 In-service reliability, maintainability and testability demonstration: years of experience

Barnett, N.;

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11 Benefits of using microcomputers to monitor imaging equipment service in a radiology department

Harris, I.M.; Workman, K.B.; Arrildt, W.D.; Leo, F.P.;

Computer-Based Medical Systems, 1991. Proceedings of the Fourth Annual IE Symposium , 12-14 May 1991

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12 System and equipment performance assessment [power systems]

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13 Training biomedical engineers in developing countries

Roberts, J.R.;

Education for Biomedical Science and Engineering, IEE Colloquium on , 7 Feb

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15 Support system for planning and medical equipment specification aiming hospital services

Muller, E.L., Jr.; Calil, S.J.;

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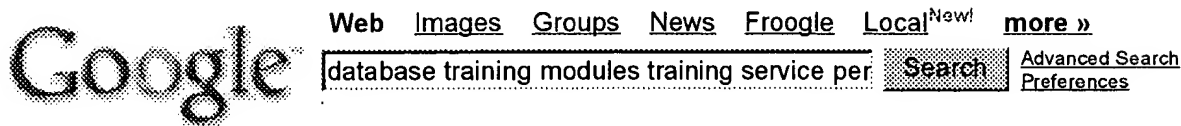
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- 2 **METHOD FOR GUIDING REPAIR OR REPLACEMENT OF PARTS FOR GENERALLY COMPLEX EQUIPMENT**
 Inventor: SMITH MARK DOUGLAS [US] Applicant: GEN ELECTRIC [US]
 EC: IPC: G06F17/00
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- 3 **System for tracking operator certification of FAB equipment and processes**
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- 4 **Equipment and method for identifying, monitoring and evaluating equipment, environmental and physiological conditions**
 Inventor: APPELT DAREN R [US]; BRUNSON KEVIN K
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- 5 **Equipment tracking system and method**
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- 7 **EQUIPMENT TRACKING SYSTEM AND METHOD**
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- 8 **Addressable camouflage for personnel, mobile equipment and installations**
 Inventor: TOUZOV IGOR V [US] Applicant:
 EC: F41H3/00 IPC: B32B3/26
 Publication info: **US2004213982** - 2004-10-28
- 9 **Management of access to equipment of the like using a logic key**
 Inventor: NONAKA HISANORI [JP]; SAKIMURA
 SHIGETOSHI [JP]; (+2) Applicant:
 EC: IPC: G06F15/16
 Publication info: **US2004006631** - 2004-01-08
- 10 **System and method for identifying, monitoring and evaluating equipment, environmental and physiological conditions**

Inventor: APPELT DAREN R [US]; BRUNSON KEVIN K [US]; (+1)
Applicant: FIREEYE DEV INC [US]
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| Inventor: | PATE JAMES D [US] | Applicant: | |
| EC: | | IPC: | G06F17/00 |
| Publication info: | US2004181549 - 2004-09-16 | | |
| 12 | DEVICE FOR MANAGING START OF SERVICE OF EQUIPMENT | | |
| Inventor: | SEGAWA SHIRO | Applicant: | TAKIGEN MFG CO |
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| 13 | Container, for the protection of personnel and equipment against mines, has a lower base plate covering the whole floor area to support a mineral wool layer and a number of floor plate sections | | |
| Inventor: | MAYERE HELMUT [DE] | Applicant: | DREHTAINER TECHNOLOGIE TRANSFE [DE] |
| EC: | B65D90/22; F41H7/04B | IPC: | F41H5/04; B65D88/12 |
| Publication info: | DE10308120 - 2003-11-13 | | |
| 14 | Equipment monitoring method and apparatus | | |
| Inventor: | KENT JOHN BRADLEY [GB] | Applicant: | |
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| Publication info: | US2003151494 - 2003-08-14 | | |
| 15 | Method for stopping personnel transport equipment operation | | |
| Inventor: | WISIENGER J [CH]; SCHTOJIBEL G [CH] | Applicant: | INVENTIO AG [CH] |
| EC: | B66B29/00 | IPC: | B66B29/00 |
| Publication info: | CN1428289 - 2003-07-09 | | |
| 16 | Method for stopping operation of personnel transfer equipment | | |
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| EC: | | IPC: | B66B25/00; B66B29/00 |
| Publication info: | CN1428288 - 2003-07-09 | | |
| 17 | EQUIPMENT FOR PROTECTING SAFE FROM BURGLARY | | |
| Inventor: | HASHIMOTO HISAO; IMAI KIMIYUKI | Applicant: | HASHIMOTO HISAO |
| EC: | | IPC: | E05G1/12 |
| Publication info: | JP2004176523 - 2004-06-24 | | |
| 18 | MAINTENANCE MANAGEMENT METHOD FOR EQUIPMENT | | |
| Inventor: | OKUMURA HIRONOBU | Applicant: | MIURA KOGYO KK |
| EC: | | IPC: | G06F17/60; G05B23/02 |
| Publication info: | JP2004157899 - 2004-06-03 | | |
| 19 | MANAGEMENT DEVICE FOR STATION SERVICE EQUIPMENT | | |
| Inventor: | KOJIMA TAKAHIRO | Applicant: | NIPPON SIGNAL CO LTD |
| EC: | | IPC: | G07B15/00 |
| Publication info: | JP2004118604 - 2004-04-15 | | |
| 20 | Control of sheet processing rotary print machine, such that the possibility of injury to personnel is minimized, whereby mechanical equipment is deactivated when there is no load on the paper or sheet stack support mechanism | | |
| Inventor: | REHBERG MICHAEL [DE]; NAUMANN DIRK [DE] | Applicant: | HEIDELBERGER DRUCKMASCH AG [DE] |

EC: B65H26/00; B65H29/50; (+1)

IPC: B41F33/12; B65H31/12; (+1)

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